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Electronic Patent Application Submission
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EFS ID: 61711

Application ID: 10799712



Title of Invention:

INTELLIGENT CALL ROUTING FOR
CROSS-SELL OFFER SELECTION
BASED ON OPTIMIZATION
PARAMETERS AND/OR ACCOUNT
LEVEL DATA

First Named Inventor: Lizhi MA et al.

Domestic/Foreign Application: Domestic Application

Filing Date: 2004-03-15

Effective Receipt Date: 2004-05-28

Submission Type: Information Disclosure
Statement

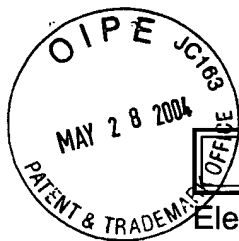
Filing Type:

Confirmation number: 8969

Attorney Docket Number: 47004.000280

Total Fees Authorized:


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Trademark Office,ou=Department of Commerce,o=U.S. Government,c=US
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TRANSMITTAL

Electronic Version v1.1

Stylesheet Version v1.1.0

Title of Invention	INTELLIGENT CALL ROUTING FOR CROSS-SELL OFFER SELECTION BASED ON OPTIMIZATION PARAMETERS AND/OR ACCOUNT LEVEL DATA									
<p>Application Number: 10/799712 </p> <p>Date: 2004-03-15</p> <p>First Named Applicant: Lizhi MA et al.</p> <p>Confirmation Number: 8969</p> <p>Attorney Docket Number: 47004.000280</p>										
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<table border="1"><thead><tr><th>Submitted by:</th><th>Elec. Sign.</th><th>Sign. Capacity</th></tr></thead><tbody><tr><td>Stephen Schreiner Registered Number: 43,097</td><td>Stephen Schreiner</td><td>Attorney</td></tr></tbody></table>			Submitted by:	Elec. Sign.	Sign. Capacity	Stephen Schreiner Registered Number: 43,097	Stephen Schreiner	Attorney		
Submitted by:	Elec. Sign.	Sign. Capacity								
Stephen Schreiner Registered Number: 43,097	Stephen Schreiner	Attorney								
<table><tr><td>Documents being submitted</td><td>Files</td></tr><tr><td>us-ids</td><td>3rdIDSfor47004.280CAT2and5-usidst.xml</td></tr><tr><td></td><td>us-ids.dtd</td></tr><tr><td></td><td>us-ids.xsl</td></tr></table>			Documents being submitted	Files	us-ids	3rdIDSfor47004.280CAT2and5-usidst.xml		us-ids.dtd		us-ids.xsl
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us-ids	3rdIDSfor47004.280CAT2and5-usidst.xml									
	us-ids.dtd									
	us-ids.xsl									
Comments										



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of
Invention

INTELLIGENT CALL ROUTING FOR CROSS-SELL OFFER
SELECTION BASED ON OPTIMIZATION PARAMETERS
AND/OR ACCOUNT LEVEL DATA

Application Number: 10/799712



Confirmation Number: 8969

First Named Applicant: Lizhi MA et al.

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Search string: (6175563 or 6301351 or 6311231 or 6327359
or 6330327 or 6038552 or 6301567 or 6513018
or 6597775 or 5878130 or 5898762 or 5917893
or 5974120 or 6049811 or 6134315 or
20020029154 or 20020049691).pn.

US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
	1	6175563	2001-01-16	Miloslavsky			
	2	6301351	2001-10-09	King			
	3	6311231	2001-10-30	Bateman et al.			
	4	6327359	2001-12-04	Kang et al.			
	5	6330327	2001-12-11	Lee et al.			
	6	6038552	2000-03-14	Fleischl et al.			
	7	6301567	2001-10-09	Leong et al.			
	8	6513018	2003-01-28	Culhane			
	9	6597775	2003-07-22	Lawyer et al.			
	10	5878130	1999-03-02	Andrews et al.			
	11	5898762	1999-04-27	Katz			
	12	5917893	1999-06-29	Katz			
	13	5974120	1999-10-26	Katz			
	14	6049811	2000-04-11	Petruzzi et al.			
	15	6134315	2000-10-17	Galvin			

US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications

init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
	1	20020029154	2002-03-07	Majoor, Johannes W.F.			
	2	20020049691	2002-04-25	Majoor, Johannes W.F.			

Signature

Examiner Name	Date